



PERSONNEL DEVELOPMENT SEMINARS

Department of Administrative Services, Human Resources Enterprise

TRAINING NEWSLETTER

January 2006

Zoom Workshop

Zoom for Change is a proven, results-driven program designed to help organizations improve work processes. The *Zoom* workshop consists of three phases:

- **Sponsorship Consultation:** Engages upper management and aligns essential resources to support the change effort.
- **Zoom Process Improvement Training:** Dynamic, hands on workshop that uses innovation and proven process improvement methods that identify and eliminate waste and rework.
- **Ongoing Coaching and Support:** As teams begin implementing *Zoom* tools and methodologies on their own work processes, *Zoom* Workshop facilitators continue to provide support to the teams and sponsors.

The next *Zoom* Workshop begins **March 13, 2006**. If your team is ready to improve a work process, contact Cindy Axne (281-6383) of Personnel Development Seminars today! Teams have realized amazing results thanks to *Zoom*, and your team will be no exception.

CPM Applications



We are currently accepting applications for the sixth class of the Certified Public Manager Program. The program begins in June 2006 and applications are due by April 1, 2006. Seats are limited, so it is important to send in your application to reserve your seat ASAP.

[More About CPM](#)

Public Strategies Group (PSG) recently published an article about *Zoom* for an Iowa Reinvention Update. In the article, they describe the *Zoom* program and showcase realized results from the program.

[Read PSG Article](#)

Seminar Spotlight: Fast Track to Business Concepts (GI 159)

A series of five courses, this seminar focuses on improving business operations and charting a path for growth. The class meets just once a week for three hours, beginning February 8th, ending March 8th. Learn to use market research, conduct market and financial analyses, develop projections for growth, and much more!

[Registration Form](#)

UPCOMING SEMINARS

[Valuing Diversity](#) (Jan 24)

An interactive half-day course where participants will learn to understand and value cultural differences in the workplace.

[Ethics in the Workplace](#) (Jan 19)

Discuss ethical and unethical behaviors and decision making and their importance in the public workplace.

[Conflict Resolution](#) (Feb 3)

Build foundational skills to resolve conflict and instruct participants how to address conflict and reach a suitable solution for all parties involved.

[Creative Thinking & Problem Solving](#) (Feb 4)

Learn new ways to apply innovation in your organization with tools and insights for creative thinking and problem solving.

COMPUTER SKILLS

The schedule of various computer courses can be found on the [PDS website](#) by clicking on *Computer Training*. The site lists all application training seminars through March 31, 2006.

RULEMAKING ACADEMY

The **Quality in Rulemaking Academy** (QRA) is a certificate program open to all employees, suggested for those who write or work with codes and policies. The program consists of just 9 seminars, each only 2 hours in length. For only 18 hours of classroom participation, you can obtain a certificate demonstrating commitment to improving your knowledge and job skills.

Five of the required seminars are coming up this January and February:

[Electronic Code Research](#)

Jan 10th, 8:30 – 10:30 am

[Statutory Construction & Legal Drafting](#)

Jan 13th, 9:00 – 11:00 am

[The Rulemaking Process](#)

Jan 13th, 1:30 – 3:30 pm

[Introduction to Administrative Law](#)

Feb 2nd, 8:30 – 10:30 am

[Rule Writing Style](#)

Feb 8th, 8:30 – 10:30 am

Visit the PDS website for more information about course offerings.

<http://das.hre.iowa.gov/LearnAtPDS/traininghome.htm>

To enroll in a seminar, speak with your supervisor or agency's training liaison.

If your organization does not have a training liaison, contact Leslie Davenport at the email or phone listed below.

Questions or Comments? Email us at pds@iowa.gov or call 515-281-5456